



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

M. J. "MIKE" FOSTER, JR.
GOVERNOR

MARK C. DRENNEN
COMMISSIONER OF ADMINISTRATION

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OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2003-40

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary
Director

SUBJECT: Update to OSUP Procedures and Forms for ISIS HR Replacements and Reversals

Attached are revised procedures and forms for Replacements and Reversals of ISIS HR payments to employees. Please discard all prior versions and begin using the revised procedures and forms.

Please review the attached revised procedures and forms carefully. Contact a member of the OSUP Benefits and Financial Administration Unit if you have any questions or comments at (225):

Angel Vernon 342-5344
Penny Jones 342-5354
Angela Woods 342-5345

Paula Rotolo 342-5377
Orneatha Wright 342-5357

JWC:ACV:kmb

- Attachments:
1. [Replacement Employee Check/EFT procedures \(R 12/02\)](#)
 2. [Reverse Employee Check/EFT procedures \(R 12/02\)](#)
 3. [OSUP/F2, Replacement Employee Check/EFT form \(R 12/02\)](#)
 4. [OSUP/F3, Reverse Employee Check/EFT form \(R 12/02\)](#)

REPLACEMENT EMPLOYEE CHECK/EFT

The Replacement Employee Check/EFT (OSUP/F2) form is used to replace a payroll or off-cycle check when the check has been lost, stolen, destroyed or is no longer negotiable and there are no changes in the gross to net calculation (all earnings, withholdings and net pay are correct).

- Stop payment processing will be required on all checks that have been lost, stolen or destroyed. Current procedures allow a stop payment to be processed by OSUP no sooner than the 10th (mailing) day after the check was mailed.
- A replacement may also be requested when the payroll or off-cycle EFT transactions has been returned by the bank and there are no changes in the gross to net calculation. **NOTE: The replacement process will generate a CHECK to replace the original check or EFT.** OSUP receives notices daily of EFT returns/corrections generated by the financial institutions for records that they have identified as containing incorrect information. OSUP will call each agency when an employee's payment has been returned. Agencies must complete all necessary corrections to the employee's bank detail in the master data prior to submitting the replacement request to OSUP.
- Once OSUP receives confirmation of stop payment (on checks) or return of funds (on EFT's), the replacement process will be completed and the replacement check will be generated by OSUP. Payments requested on the Replacement Employee Check/EFT form will be printed and transmitted by OSUP the next business day. Checks will be mailed directly to the employee at the mailing address generated on the original payment, unless otherwise noted. **For EFT returns, OSUP must receive credit from the bank prior to any ISIS HR processing.**

Note on EFT's: A replacement may be allowed when the payroll or off-cycle EFT payment has been deposited to the wrong account and/or financial institution. Agencies must obtain OSUP's approval for this prior to submitting the **Replacement** form to OSUP. A replacement can be generated for the correct employee upon receipt of the OSUP/F2 for this situation, but if for some reason OSUP does not receive credit for the bank reversal request (wrong employee withdrew funds), the agency will be responsible for generating a check to be forwarded to OSUP for deposit and collecting funds from the wrong employee.

Each agency is responsible for preparing OSUP/F2 forms and submitting these requests to OSUP for processing. It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed and will be returned to the agency for completion and/or correction.

The following procedures outline how to process a **Replacement** transaction:

1. Write or stamp the word "VOID" over the signature on the face of the employee regular or off-cycle payroll check if replacing a non-negotiable check. Make a photocopy. If the check has been lost, stolen, or destroyed, a Stop Payment request must be prepared and submitted to OSUP. [Refer to OSUP procedures for ISIS HR Stop Payments for additional information.](#)
2. Prepare a **Replacement Employee Check/EFT (OSUP/F2)** form by completing the following fields:
 - a. Employee Name
 - b. Employee Personnel No
 - c. Personnel Area Number
 - d. Pay.method (C or T)
 - e. Payment number
 - f. Pmnt date
 - g. Net Amount
 - h. Reason for request
 - i. Prepared by
 - j. Phone number

Note: Agencies are permitted to FAX (225-219-4432) in the **Replacement Employee Check/EFT (OSUP/F2)** requests ONLY for Stop Payment Requests and EFT returns since no check is being submitted.

3. If bank detail was incorrect, agencies must correct in ISIS HR prior to submitting to OSUP. Appropriate reason should be marked on the replacement request along with the date the correction was made.
4. If mailing address was incorrect, agencies must correct in ISIS HR prior to submitting to OSUP and provide the required screen print of the new address. Appropriate reason should be marked and address change indicated on the replacement request. OSUP will forward the check to the new address provided on the required screen print.
5. Submit to OSUP the **Replacement Employee Check/EFT (OSUP/F2)** along with all required documentation by the daily deadline of 10:00 a.m. Retain a copy of the requests and the check or appropriate documents in your agency's Replacement Employee Checks/EFT Suspense file.
6. OSUP will complete the **Replacement** process by the business day following the receipt of the request and/or receipt of funds. This replacement process will "void" the original check number assigned to this payment. Payments requested on the **Replacement Employee Check/EFT (OSUP/F2)** will be printed and transmitted by OSUP the next business day. Checks will be mailed directly to the employee.

7. Agencies can view the employee's payroll history to determine when the off-cycle check/EFT has been processed for the **Replacement** by using transaction code ZPUOC_10A and drilling down on the information button on the appropriate transaction. Once the agency has verified that the **Replacement** process has been completed, the copies may be removed from the Suspense file following agency policy.

REVERSE EMPLOYEE CHECK/EFT

The Reverse Employee Check/EFT (OSUP/F3) form is used when a payroll or off-cycle check/EFT has been issued in error. (Example: A change to the master data or a change to the time record reflects an overpayment occurred and a check/EFT needs to be reversed [voided] or reversed & reissued for a lesser amount).

- Some overpayments may require an employee to send a personal check or money order to correct the overpayment, or an agreement may be reached with the agency to recover the amount owed from future pay. **Refer to the ISIS HR Online Documentation System “Overpaid Employee Repays via Check/Money Order” and OSUP memorandum for process information.**
- Agencies must correct all master data, time entry and/or bank data prior to OSUP processing the ISIS HR Reversal, OSUP/F3.
- Once it has been determined that this information has been corrected, OSUP will process the ISIS HR Reversal and contact the agency when it is okay to process the “Regular Period on Demand Check” (Employee Check or EFT) to produce the reissue check/EFT if applicable.

Note on EFT's: EFT reversals will only be processed by OSUP in certain situations for employee overpayments. **Agencies must obtain OSUP's approval for this prior to submitting the Reverse form to OSUP. Refer to OSUP's Bank Reversal policy. In most cases, it takes 5 business days for OSUP to receive the bank credit. Consequently, the employee would not receive any funds due them until after this time.**

Each agency is responsible for preparing OSUP/F3 forms and submitting these requests to OSUP for processing. It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed and will be returned to the agency for completion and/or correction. When possible, it is beneficial for the reverse transactions to clear in the same month that the original check/EFT was issued so that the monthly vendor payments are accurate.

Warning:

It is the agency's responsibility to monitor **Reverse** Check/EFT Requests on terminated employees. **The agency will accept responsibility for covering any deficit incurred due to the processing of Reverse Employee Check/EFT Requests.**

The following procedures outline how to process a **Reverse and Reissue** transaction:

1. Write or stamp the word "VOID" over the signature on the face of the employee regular or off-cycle payroll check. Make a photocopy. If the check has been lost, stolen, or destroyed, a Stop Payment request must be prepared and submitted to OSUP. Refer to OSUP procedures for ISIS HR Stop Payments for additional information.
2. Prepare a **Reverse and Reissue Employee Check/EFT (OSUP/F3)** form by completing the following fields:
 - a. Employee Name
 - b. Employee Personnel No.
 - c. Personnel Area Number
 - d. Pay.method (C or T)
 - e. Payment number
 - f. Pmnt date
 - g. Net Amount
 - h. Does employee have a garnishment?
 - i. Is employee termed? Date?
 - j. Reason for request (must provide specific details for an overpayment)
 - k. Prepared by
 - l. Phone number

Note: Agencies are permitted to FAX (225-219-4432) in the **Reverse Employee Check/EFT (OSUP/F3)** requests ONLY for an EFT reversal since no check is being submitted.

3. Before a new check/EFT can be **Reissued** to the employee, the agency must complete all necessary corrections to the employee's master data, time records and/or bank data and OSUP must complete the ISIS HR Reversal.
4. Submit to OSUP the **Reverse Employee Check/EFT (OSUP/F3)** form along with a copy of the remuneration statement (required backup) by the daily deadline of 10:00 a.m. Retain a copy of the requests and the check or appropriate documents in your agency's Reverse and Reissue Employee Check/EFT Suspense file.
5. OSUP will complete the **Reverse** process by 2:00 p.m. of the business day following the receipt of the request and/or receipt of funds.
6. Agencies must view the employee's payroll history to determine when the **Reverse** has been completed by using transaction code ZPUOC_10A and drilling down on the information button on the appropriate transaction. Once the agency has verified that the **Reverse** process has been completed, copies may be removed from the Suspense file following agency policy.

7. After both the corrections and **Reverse** process have been completed, the agency must perform the "Regular Period on Demand Check" (check or EFT) process in the ISIS HR system to generate the employee off-cycle payment. If the off-cycle regular period on demand check is not processed, the payment will generate in the next regular payroll processing. **Refer to the ISIS HR Online Documentation System for step by step instructions on this process.** The off-cycle check/EFT will be printed/transmitted by OSUP the next business day following the agency's completion of the "Regular Period on Demand Check" (check or EFT) process. Checks will be mailed directly to the employee.

Note: The off-cycle **Reissue** check/EFT cannot be produced in ISIS HR until OSUP has completed the **Reverse** process.

Replacement Employee Check/EFT

Use this form to reverse (void) and reissue a payroll or off-cycle check when the check has been lost, stolen or destroyed and there are no changes in the gross to net calculation (the net pay of the check is correct), or when the payroll or off-cycle EFT has been returned or deposited to the wrong account and/or financial institution. **Note:** **The employee's bank detail must be corrected in the master data prior to submitting a replacement request on an EFT transaction.** This transaction will generate a CHECK for replacement of a check or EFT and will be mailed to the mailing address generated on the original payment.

Employee Information:

Employee Name: _____

Employee Personnel No.: _____

Personnel Area Number: _____

Payment Information (from off cycle workbench):

Pay.method (C or T): _____

Payment number: _____

Pmnt date: _____

Net Amount: \$ _____

Reason for request:

☐ Check non-negotiable (**Original check must be attached to request**)

☐ Stop payment requested (circle one) Emp Never Rec'd Emp Rec'd & Lost Emp Rec'd & Destroyed
(attach OSUP/F4 and OSUP/F5)

Has employee's mailing address changed since the above payment was generated? YES NO

If yes, additional required backup is a screen print of the updated mailing address.

☐ EFT Return

☐ Master Data bank detail incorrect Date Corrections Made: _____

Note: It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed by OSUP and will be returned to the agency for completion and/or correction.

Prepared By: _____

Phone Number: _____

For OSUP Use

Stop Pay Processed Date: _____ Analyst _____

EFT Dollar Return Date: _____

EFT Rev Requested Date: _____ Analyst _____

New check number: _____

Rev Credit Received Date: _____ Analyst _____

Check/EFT Log ☐

ISIS HR REP Completed Date: _____ Analyst _____

Comments: _____

Reverse Employee Check/EFT

Original Voided check must be attached to request unless a Stop Payment is being requested

Required Backup: Remuneration statement

Use this form when a payroll or off-cycle check/EFT has been issued in error. (Example: A change to master data or a change to time entry reflects an overpayment occurred, and a check/EFT needs to be voided or reissued in a lesser amount). Once OSUP completes the reverse process, agencies must complete all necessary updates to master data and/or time entry, then complete the "Regular Period on Demand Check" process in ISIS HR. Note: EFT reversals will only be processed in certain situations for employee overpayments. Contact OSUP concerning reversals on EFT transactions prior to submitting this form.

Employee Information:

Employee Name: _____

Employee Personnel No.: _____

Personnel Area Number: _____

Payment Information (from off cycle workbench):

Pay.method (C or T): _____

Payment number: _____

Pmnt date: _____

Net Amount: \$ _____

Additional Info:

Garnishment?

YES NO

Termed?

YES NO

If yes, date _____

Reason for request:

☐ Overpayment - Specific details: _____

☐ EFT Return

☐ Master Data bank detail incorrect Date Corrections Made: _____

☐ Other: _____

Note: It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed by OSUP and will be returned to the agency for completion and/or correction.

Prepared By: _____

Phone Number: _____

For OSUP Use

Stop Payment Date: _____ Analyst _____

EFT Rev Requested Date: _____ Analyst _____

EFT Dollar Return Date: _____

Rev Credit Received Date: _____ Analyst _____

ISIS HR REV Completed Date: _____ Analyst _____

Check/EFT Log ☐

Comments: _____